

NASA SHARED SERVICES CENTER

Drug Testing Administration Service Delivery Guide (3.2.1.1)

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Date

NSSC

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Drug Testing

Introduction

The NSSC is responsible for the overall administration of NASA's Drug-Free Workplace Program (DFWP). NASA Procedural Requirements (NPR) 3792.1A, (NASA Plan for a Drug-Free Workplace) in conjunction with Department of Health and Human Services' Mandatory Guidelines for Federal Drug Testing Programs, provides NASA's drug testing administration policy and procedures.

This guide outlines the Agency-wide duties which are assigned to NSSC as the overall drug-testing program administrator. There are 3 major areas of Agency-wide responsibility:

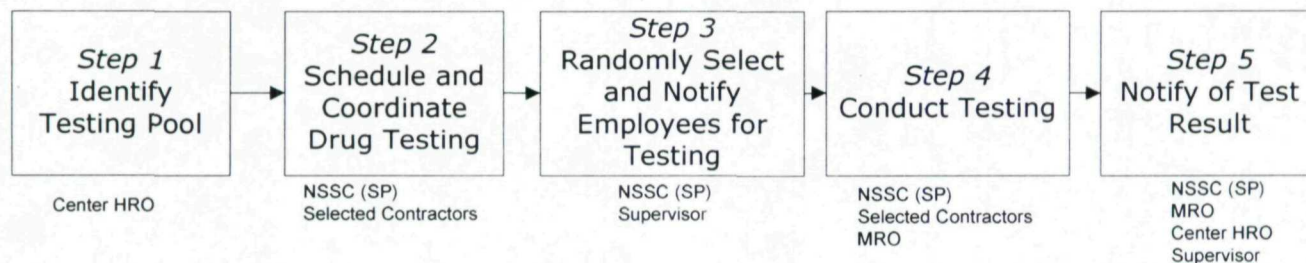
- ◆ Selecting and managing contractors to conduct the actual drug testing (i.e., specimen collection, laboratory analysis, and specimen quality control);
- ◆ Establishing and coordinating testing dates with these contractors and each of the Centers (includes Headquarters) to include arranging for logistics support (e.g., location, contractor access, specimen kits/shipping supplies);
- ◆ Procuring and managing the software and technical support required to properly identify (i.e., maintain current list of Testing Designated Positions (TDPs), generate random test lists), notify randomly selected employees (i.e., deliver employee notification letters of scheduled test to supervisors, deliver employee notification letters of results to employees) and record test results.
- ◆ NSSC will also monitor the testing process and coordinate with Human Resources Offices (HROs) to resolve any issues (e.g., no-shows, test refusals).
- ◆ The program consists of four types of testing — Random, Reasonable Suspicion, Post-Accident and/or Unsafe Practice, and Follow-up.
- ◆ Random – testing of randomly selected employees assigned to TDPs. Employees in non-TDPs may volunteer to be included in the random testing pool.
- ◆ Reasonable-suspicion – testing directed by a supervisor, after conferring with higher-level supervisor and General Counsel, when there is evidence of on-duty illegal drug use or impairment by any employee or off-duty drug use by an employee in a TDP.
- ◆ Post-accident and/or unsafe practice – testing required when, based on an accident or incident meeting specific criteria, an employee's actions are reasonably suspected of having caused or contributed to the accident or incident.
- ◆ Follow-up – testing conducted at least four times annually after an employee who tested positive or who voluntarily admitted use of illegal drugs successfully completes a rehabilitation program.

Although the steps involved in conducting the actual drug test are the same in all types of testing, there are process differences for each type of testing (e.g., employee identification, test result notification).

This guide is divided into four separate parts; each one highlights the roles and responsibilities to support a specific type of drug testing process. Further details can be found in the appendices at the end of this guide.

Process 1 - Random Drug Testing

Overview of Random Drug Testing Process



Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Center HRO</p> <p>Identify Testing Pool</p>	<p>The Center HRO ensures accuracy of position descriptions and Federal Personnel Payroll System (FPPS) records for positions identified as Testing Designated Positions (TDPs) and occupied by volunteers to be tested.</p> <p>Center HRO provides individual 30-day notice to employees in TDPs and retains acknowledgement of receipt. NOTE: From the date of transfer of DFWP to NSSC (SP) and forward, a copy of all 30-day notices issued must be forwarded to the NSSC (SP).</p> <p>Output: Accurate list of TDPs from FPPS.</p>	<p>TDP designation is based on specific criteria and individual job responsibilities.</p> <p>Employees are asked to acknowledge receipt of written notification that they are in TDP; however, refusal to sign shall not preclude testing.</p>
<p>Step 2</p> <p>NSSC (SP) Selected Contractors</p> <p>Schedule and Coordinate Drug Testing</p>	<p>The NSSC (SP) determines when to conduct testing, coordinates test dates with the Centers and collection contractor, and arranges all on-site logistics.</p> <p>Output: Testing Schedule</p>	<p>Testing will be 4 times annually but not on a regular schedule. On-site logistics must include location, security of location, Center access (i.e., passes/badges) for contractor, supply of specimen collection kits (includes Federal Custody and Control Form and shipping supplies from laboratory analysis contractor), and appropriate number of quality control specimens from contractor.</p>

Roles and Responsibilities	Action	Tips
<p>Step 3</p> <p>NSSC (SP) Supervisor</p> <p>Randomly Select and Notify Employees for Testing</p>	<p>NSSC (SP) requests download of TDPs from FPPS to Assistant Pro.</p> <p>NSSC (SP) generates a random list of employees for testing at each Center from Assistant Pro. NSSC (SP) verifies that each employee randomly selected has received a 30-day notice and that 30 days has passed since receipt of notice. Following verification of receipt of 30-day notice, NSSC (SP) revises random list and prepares notification letters of scheduled tests to the randomly selected employees. Letters must be delivered to the employees' supervisors no more than 24 hours prior to an employee's scheduled test time.</p> <p>Supervisors deliver notification letters of scheduled tests to the employee 2 hours or less before scheduled test time. They report any problems and/or conflicts to NSSC (SP).</p> <p>Employees report to designated testing location immediately before the scheduled test time.</p> <p>Output: Random test list; employee notification letters</p>	<p>Notification must include date, time, designated testing location (usually on-site).</p> <p>Random test list must be provided to collection contractor just prior to first scheduled test.</p>
<p>Step 4</p> <p>NSSC (SP) Selected Contractors MRO</p> <p>Conduct Testing (Collection and Analysis)</p>	<p>The Collection Contractor conducts testing at Centers on scheduled test dates at designated test sites and sends specimens (including quality control) to Laboratory Analysis Contractor who, in turn, sends results to the Medical Review Officer (MRO). The MRO reviews all test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC (SP).</p> <p>Output: Test Results</p>	<p>Follow Mandatory Guidelines, NASA procedures, and contract provisions.</p> <p>NSSC (SP) monitors testing and will notify Center HRO if employee fails to report for testing, refuses to take test, etc.</p>

<p>Step 5</p> <p>MRO NSSC (SP) Center HRO Supervisor</p> <p>Notification of Test Results</p>	<p>NSSC (SP) prepares and distributes written notification of test results to the employee and others as follows: if result is negative, provides written notification to employee; if result is negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure; if result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO; if result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO; if test is canceled due to invalid result, provides written notification to employee; in this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen. If test is canceled, provides written notification to employee; in addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure.</p> <p>If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.</p> <p>NSSC (SP) also updates employees' records with test results in Assistant Pro.</p> <p>Output: Written Notification of Test Results; Update of employee records in Assistant Pro</p>	<p>NSSC (SP) must work closely with MRO in order to take appropriate "next" steps on any result other than negative.</p> <p>When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results.</p> <p>NSSC prepares SAMHSA annual report based on records in Assistant Pro and contractor invoices.</p>
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Metrics

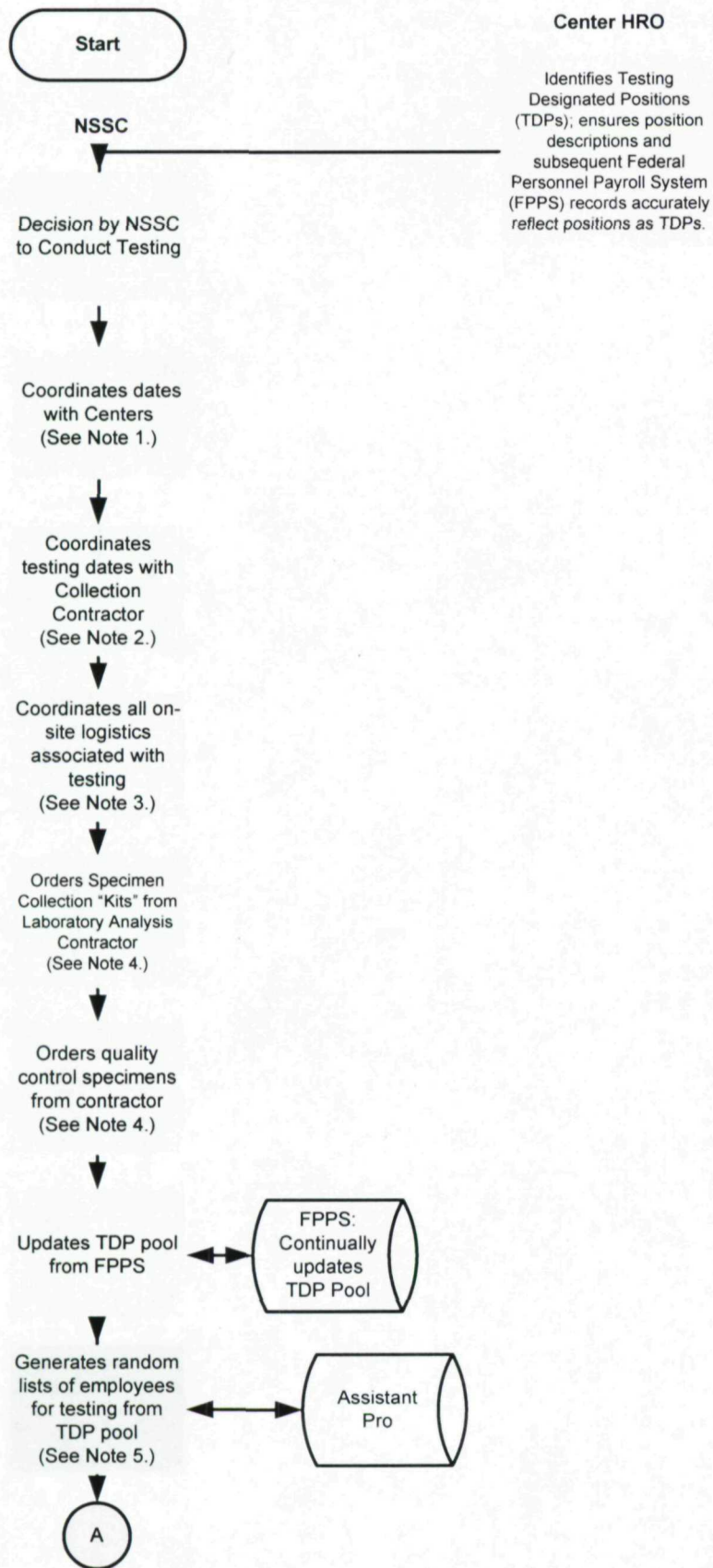
Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)	Testing Schedule	Center HRO	# of times random testing is conducted at each Center annually. Goal = 4 times
NSSC (SP)	Random Test List	Agency	Percentage of TDPs randomly tested annually. Goal = 25%
NSSC (SP)/ Supervisor	Employee Notification Letters	Supervisor/Employee	# of instances NSSC delivers employee notification letters to employee's supervisor 24 hours or less prior to an employee's scheduled test time. Goal = 100%
NSSC (SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	# of instances a specimen is rejected due to uncorrectable error Goal = 0
NSSC (SP)/Laboratory Analysis Contractor	Test Results	MRO	# of instances that test results are received no more than 5 days after test date Goal = 0
NSSC (SP)	Written Notification of Test Results	Employee, Supervisor, HRO	# of instances test results are delivered to employee within 2 days of receipt of results from MRO Goal = 100%

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

Appendix X

Drug Testing Process — Random Drug Testing (Includes Voluntary Testing)



Note 1:

Agency requirement = 4 times per year

Note 2:

NSSC selects collection contractor

Note 3:

- Location
- Security
- Passes/badges for collectors coming on site

Note 4:

NSSC selects laboratory analysis contractor.

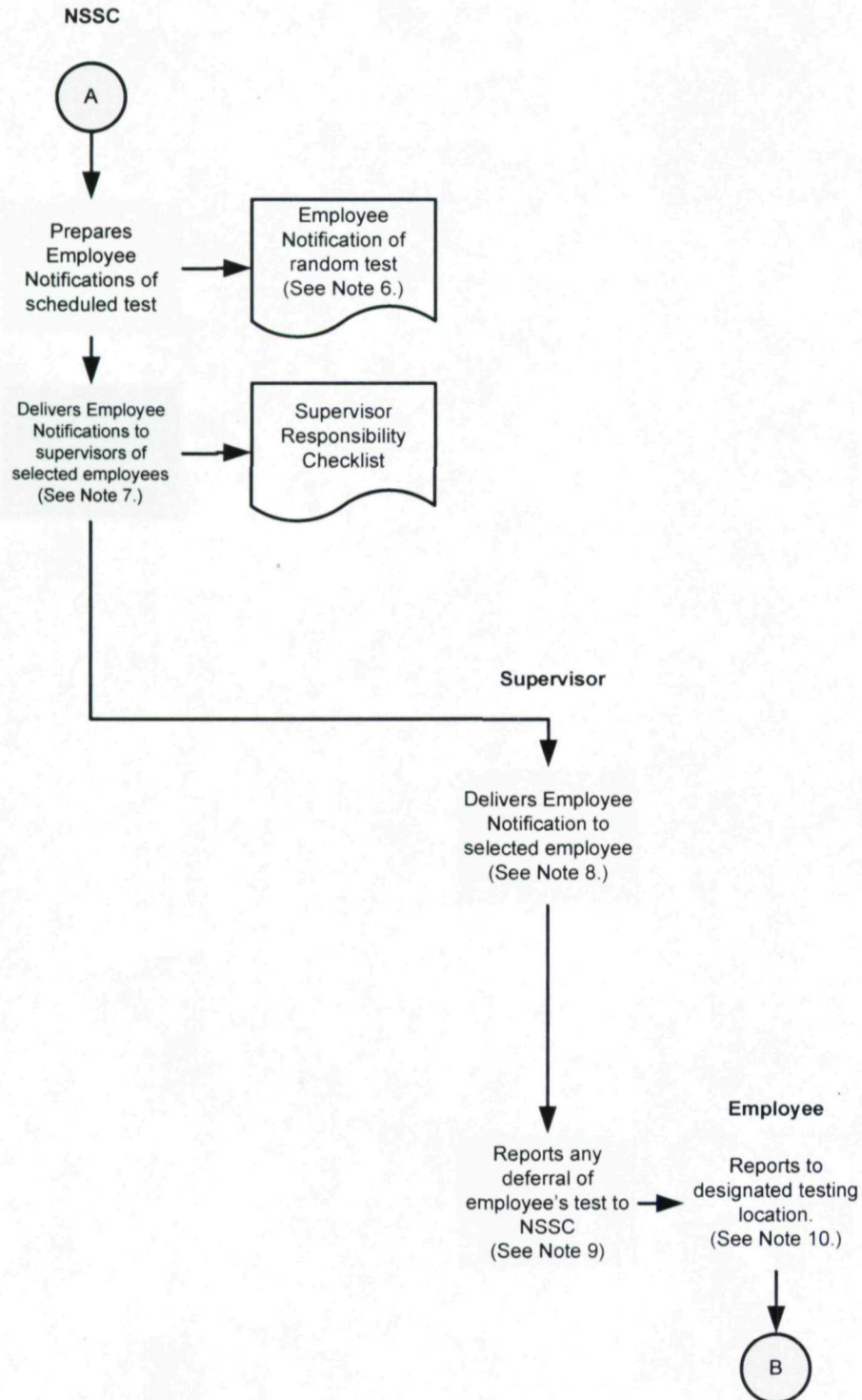
"Kits" include:

- Collection and shipping supplies
- Federal Custody and Control Form

NSSC will also be responsible for selecting a contractor to supply "Quality Control Specimens"

Note 5:

- Software generates list of randomly selected employees for each Center and HQ
- At least 25% of employees in TDPs and volunteers annually
- NSSC verifies each employee has received 30-day notice and 30 days has passed since receipt of notice



Note 6:

Includes:

- Date
- Time
- Location

Note 7:

Generally one day prior to testing

Note 8:

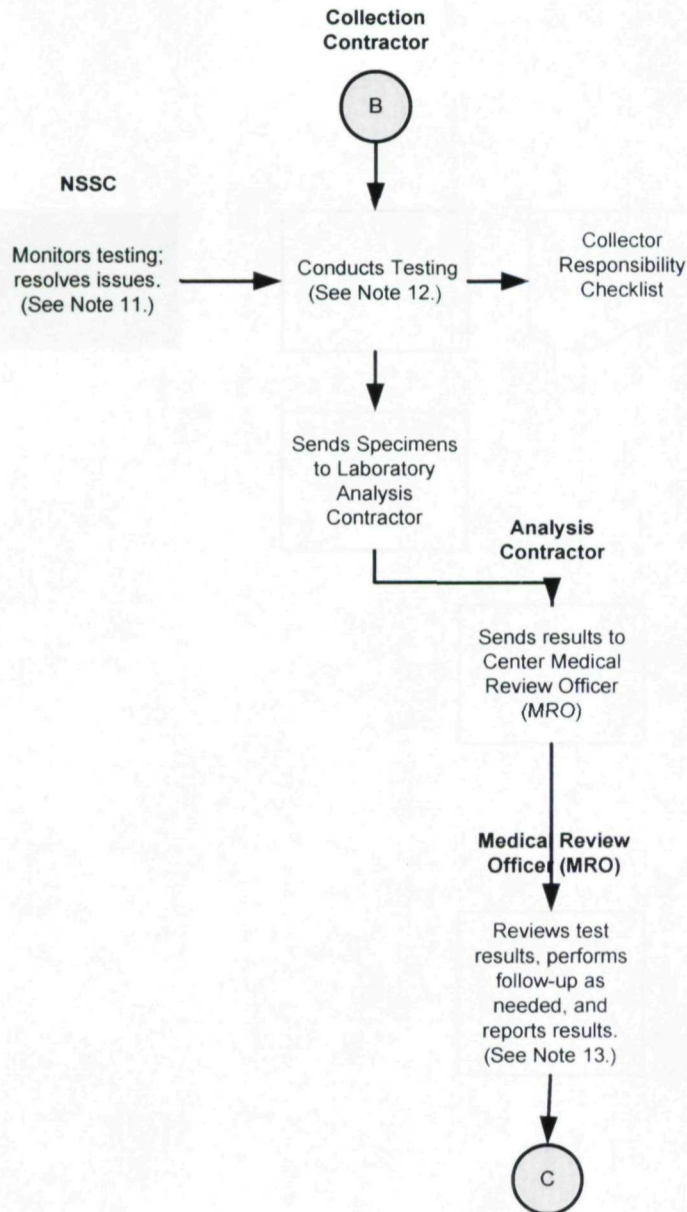
Generally less than ½ hour prior to testing

Note 9:

Any employee whose test is deferred is subject to unannounced test within 60 days

Note 10:

Testing usually conducted on-site.



Note 11:

Notifies Center HRO, if appropriate (e.g., employee "no show," employee's refusal to test).

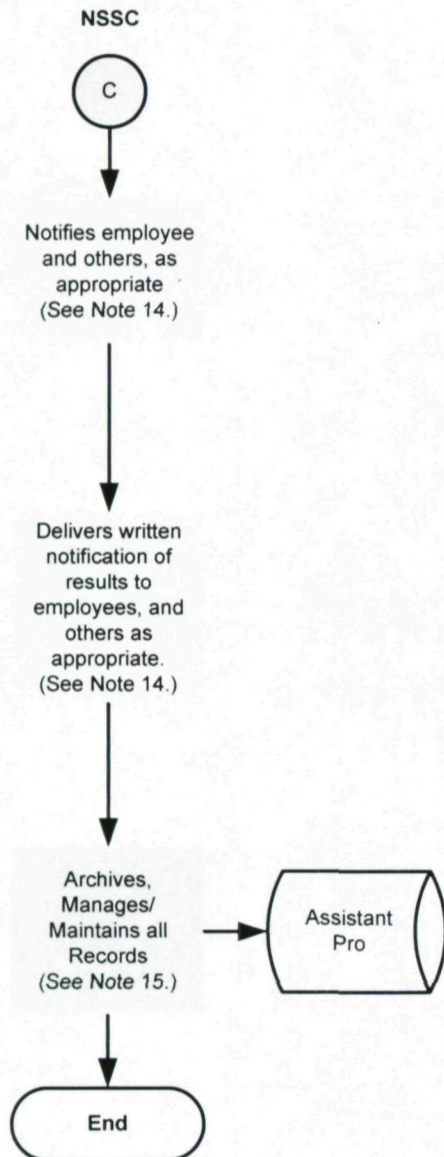
Note 12:

- Test for Authorized Drugs
- Federal Custody and Control Form distributed to Laboratory Analysis Contractor, Medical Review Officer (MRO), Employee, HRO, Collection Contractor, and NSSC.

Note 13:

Medical Review Officer (MRO) must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the Medical Review Officer Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC:

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
 - As canceled with reason for invalid result
 - If first invalid result and donor's explanation is legitimate medical explanation, a recollection is **not** required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As canceled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)



Note 14:

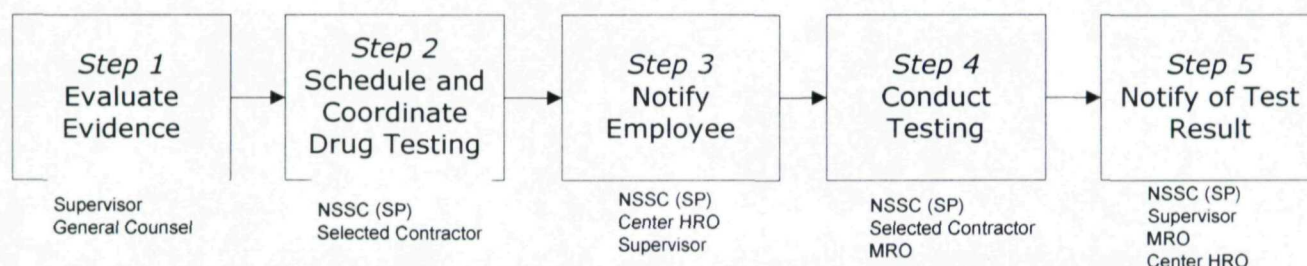
- If result is negative, provides written notification to employee, HRO, supervisor and others as appropriate
- If result is negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure
- If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor and Center HRO
 - If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO
- If test is canceled due to invalid result, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen
- If test is canceled, provides written notification to employee; in addition –
 - If result is first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure
- If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen

Note 15:

- NSSC prepares Substance Abuse and Mental Health Services Administration (SAMHSA) Annual Report
- Report based on records in Assistant Pro and contractors' invoices

Process 2 - Reasonable Suspicion Testing

Overview of Reasonable Suspicion Testing Process



Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Supervisor High-level Supervisor General Counsel</p> <p>Evaluate Evidence</p>	<p>If an employee is suspected of using illegal drugs, the supervisor documents, in writing, the information, facts, and circumstances that form the basis to recommend reasonable-suspicion testing. Supervisor confers with higher-level supervisor, HRO and Center General Counsel to evaluate evidence to determine the need to conduct a reasonable suspicion test. If General Counsel determines evidence substantiates the need to test, the HRO and the supervisor send report to NSSC (SP).</p> <p>Output: Supervisor's Report</p>	<p>Reasonable suspicion testing may be conducted on (1) any employee in TDP whether suspected usage occurred on or off duty or (2) any employee in any position where suspected usage occurred on duty or there is on-duty drug impairment.</p> <p>Testing must be based on specific evidence.</p> <p>Supervisor's Report should include the date(s) and time(s) of drug-related incident(s), source(s) of information, rationale leading to the determination to conduct test, and all appropriate management (e.g., higher-level supervisor, General Counsel) concurrences and/or signatures.</p>
<p>Step 2</p> <p>NSSC (SP) Selected Contractors</p> <p>Schedule Drug Testing</p>	<p>Upon receipt of Supervisor's report, NSSC (SP) notifies the collection contractor immediately to schedule test.</p> <p>NSSC (SP) coordinates all on-site logistics associated with the testing (NOTE: Either Center HRO or collection contractor must have specimen collection kits on hand for such "emergencies.").</p>	<p>Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor.</p> <p>Collection contractor must respond as</p>

Roles and Responsibilities	Action	Tips
	Output: Scheduled Test	expeditiously as possible following notification (NOTE: Contract must stipulate response time, i.e., within 2 hours of notification.).
Step 3 NSSC (SP) Supervisor Notify Employee	NSSC (SP) notifies Center HRO and supervisor that procedures to conduct tests have been initiated and immediately prepares and delivers an employee notification letter to the supervisor. Supervisor delivers notification letter of scheduled test to the employee shortly before but no more than 1/2 hour before scheduled test time. The supervisor reports any problems and/or conflicts with employee to NSSC (SP).	Specimen collection kits include Federal Custody and Control Forms and shipping supplies from laboratory analysis contractor. Notification must include date, time, designated testing location (usually on-site). Name of employee(s) to be tested must be provided to collection contractor, in writing, prior to test.
Step 4 NSSC (SP) Selected Contractor MRO Conduct Testing (Collection and Analysis)	Output: Employee notification letter; Test list Collection contractor conducts testing at scheduled test site and sends specimen to Laboratory Analysis Contractor who will, in turn, send results to the Medical Review Officer (MRO). The MRO reviews test result, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC (SP).	Follow Mandatory Guidelines, NASA procedures, and contract provisions. NSSC (SP) monitors testing and will notify Center HRO if employee fails to report for testing, refuses to take test, etc.
Step 5 NSSC (SP) Supervisor MRO Center HRO Notification of Test Results	Output: Test Results NSSC (SP) prepares and delivers written notification of test results to the employee, supervisor, and Center HRO and others as appropriate (NOTE: Refer to Step 5 of Random Drug Testing for possible test results and specific situations that may require additional testing.). The supervisor annotates the original report with the test results. NSSC (SP) updates employee's record	NSSC (SP) must work closely with MRO in order to take appropriate "next" steps on any result other than negative. When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative

Roles and Responsibilities	Action	Tips
	with the test results in Assistant Pro. Output: Written Notification of Test Results; Update of employee's record in Assistant Pro	results. NSSC prepares SAMHSA annual report based on records in Assistant Pro and contractor invoices.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)/Collection Contractor	Scheduled Test	Center HRO Supervisor Employee	# of instances NSSC (SP) schedules test within 2 hours of receiving supervisor's report # of instances Collection Contractor collects specimen within 2 hours of being notified by NSSC (SP) Goal = 100%
NSSC (SP)/Supervisor	Employee Notification Letter	Supervisor/Employee	# of instances NSSC (SP) delivers employee notification letter to employee's supervisor within 2 hours of receipt of supervisor's report Goal = 100%
NSSC (SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	# of instances a specimen is rejected due to uncorrectable error Goal = 0
NSSC (SP)/Laboratory Analysis Contractor	Test Results	MRO	# of instances that test results are received no more than 5 days after test date Goal = 0
NSSC (SP)	Written Notification of	Employee, Supervisor,	# of instances test results are delivered to

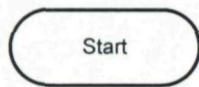
Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
	Test Results	HRO	employee within 2 days of receipt of results from MRO Goal = 100%

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

Appendix X

Drug Testing Process — Reasonable Suspicion Testing



Supervisor

Confers with higher-level supervisor, General Counsel and Others to Evaluate Evidence (See Note 1.)



Composes report detailing evidence to support decision to conduct test. (See Note 2.)



Sends report to NSSC.



Note 1:

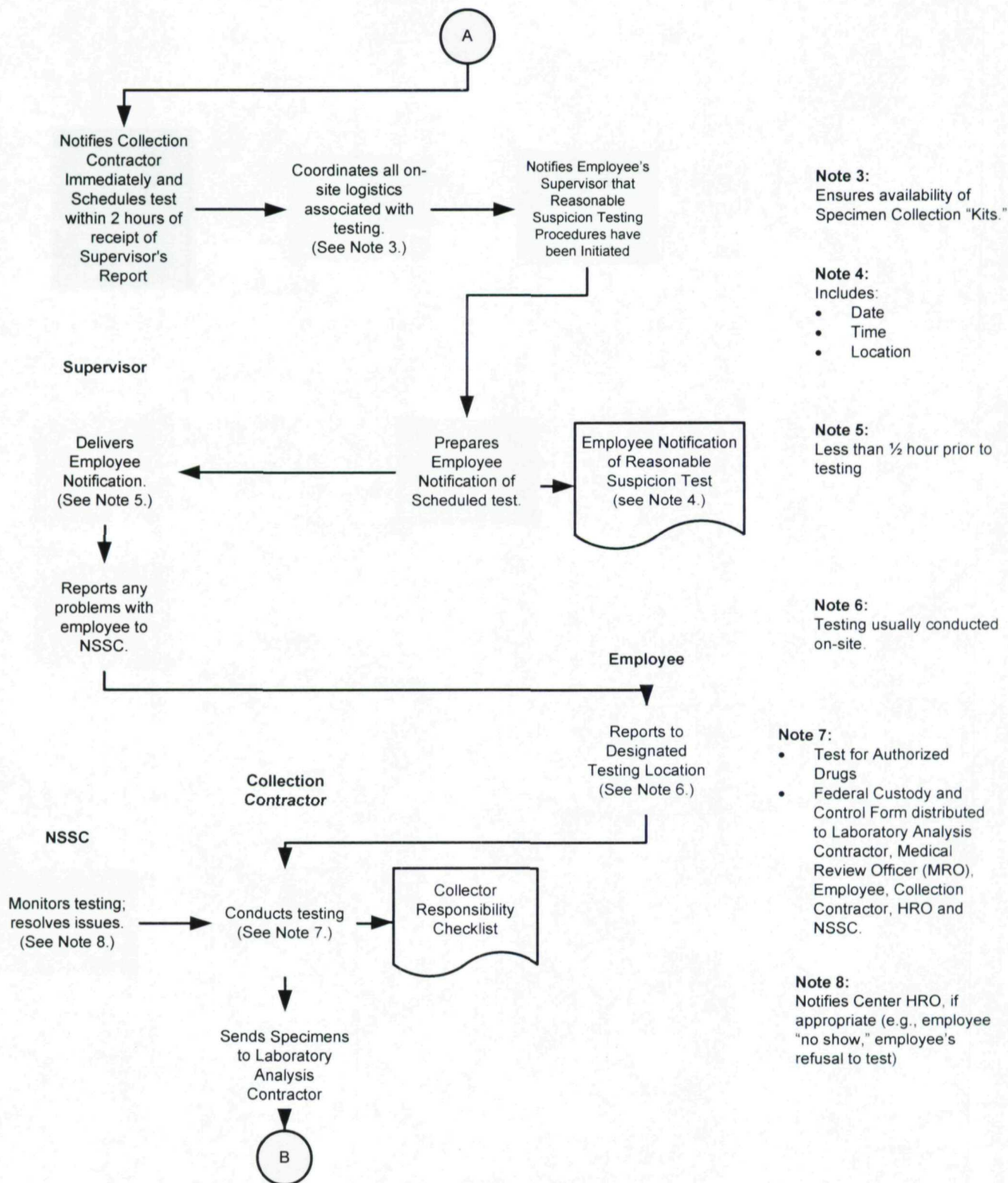
Requires:

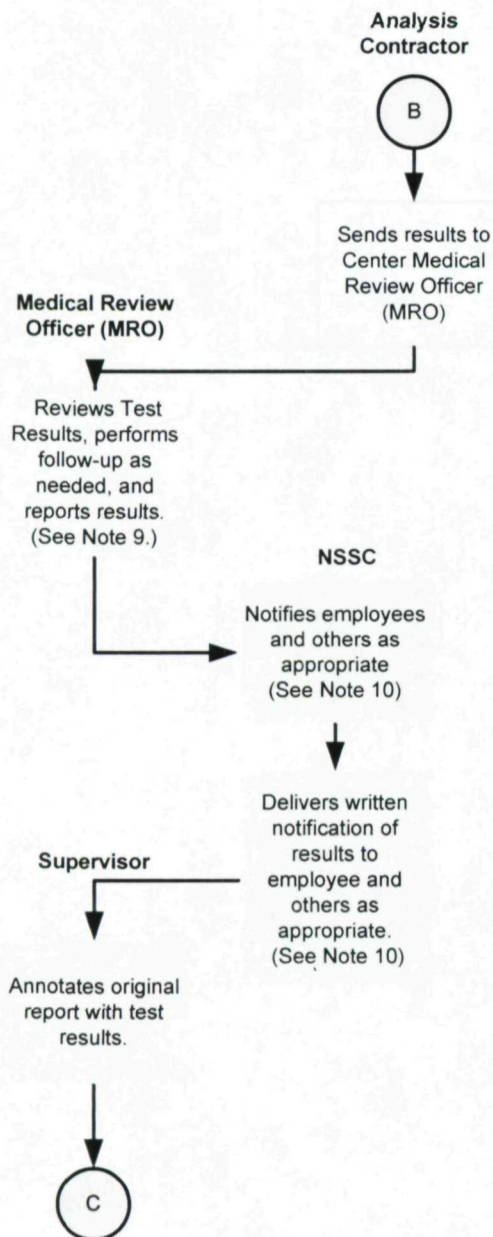
- Observable phenomena
- Arrest or conviction for drug-related offense
- Identification of employee as focus of criminal investigation into illegal drug possession
- Information provided by credible source
- Newly discovered evidence that employee has tampered with previous drug test result

Note 2:

Includes:

- Date(s) and time(s) of drug related incident(s)
- Source(s) of information
- Rationale leading to testing recommendation
- Appropriate concurrences/signature, e.g., higher-level supervisor, General Counsel





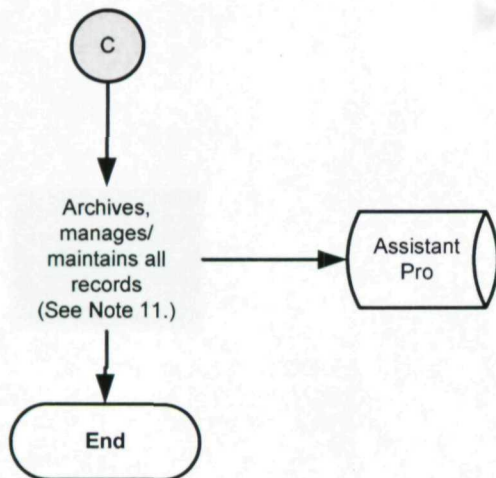
Note 9:

Medical Review Officer (MRO) must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the Medical Review Officer Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC:

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
 - As canceled with reason for invalid result
 - If first invalid result and donor's explanation is legitimate medical explanation, a recollection is **not** required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As canceled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)

Note 10:

- If result is negative, provides written notification to employee, HRO, supervisor, and others as appropriate
- If result is negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure
- If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor and Center HRO
 - If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO
- If test is canceled due to invalid result, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen
- If test is canceled, provides written notification to employee; in addition –
 - If result is first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure
- If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen



Note 11:

- NSSC prepares Substance Abuse and Mental Health Services Administration (SAMHSA) Annual Survey Report
- Report based on records in Assistant Pro and contractors' invoices

Process 3 – Post Accident or Unsafe Practice Testing

Overview of Post-Accident and/or Unsafe Practice Testing Process



Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>Supervisor Center Director HRO</p> <p>Evaluate incident against criteria</p>	<p>When a covered event occurs, the supervisor presents facts to appropriate management officials, to include HRO and the Center Director or Designee. Center Director or Designee determines whether the incident meets covered event criteria. Along with supervisor, Center Director or Designee determines which employees may have contributed to the incident.</p> <p>The supervisor documents the facts surrounding the incident in a report or an Incident Report and sends report to Center HRO and NSSC (SP).</p> <p>Output: Supervisor's or Incident Report</p>	<p>Covered event criteria—Employee causes or contributes to a fatality, personal injury which requires immediate hospitalization, substantial damage to government or other property in excess of \$10,000 (NOTE: Determination whether or not incident meets covered event criteria is separate from any mishap investigation that may be conducted.).</p> <p>Supervisor's Report includes: description of incident, location, date/time, employees involved, source of information (e.g., witnesses), and rationale for testing recommendation (e.g., criteria met).</p>

<p>Step 2</p> <p>NSSC (SP) Selected Contractor</p> <p>Schedule Drug Testing</p>	<p>Upon receipt of Supervisor's or Incident Report, NSSC (SP) notifies collection contractor immediately to schedule test.</p> <p>NSSC (SP) coordinates all on-site logistics, if necessary, for testing (NOTE: Accident/incident may not have occurred on-site in which case other logistical arrangements must be made. Either Center HRO or collection contractor must have specimen collection kits on hand for such "emergencies.").</p> <p>Output: Scheduled Test</p>	<p>Coordination must include location, security of location, and Center access (i.e., passes/badges) for contractor.</p> <p>Collection contractor must respond as expeditiously as possible following notification (NOTE: Contract must stipulate response time, i.e., within 2 hours of notification.).</p> <p>Specimen collection kits include Federal Custody and Control Form and shipping supplies from laboratory analysis contractor.</p> <p>Testing site may be site of accident.</p>
<p>Step 3</p> <p>NSSC (SP) Supervisor</p> <p>Notify Employee</p>	<p>NSSC (SP) notifies Center HRO and supervisor that procedures to conduct tests have been initiated and immediately prepares and delivers employee(s) notification letter(s) to the supervisor.</p> <p>If written notification is feasible, supervisor delivers letter(s) of scheduled test to employee(s) shortly before but no more than ½ hour before scheduled test time. If written notification is not feasible, supervisor notifies employee(s) of testing immediately before scheduled testing.</p> <p>Supervisor reports any problem(s) with employee(s) to NSSC (SP).</p> <p>Output: Employee notification letter(s); Test list</p>	<p>Notification must include date, time, designated testing location.</p> <p>If feasible, name of employee(s) to be tested must be provided to collection contractor, in writing, prior to test.</p>
<p>Step 4</p> <p>NSSC (SP) Collection Contractor MRO</p> <p>Conduct Testing (Collection and Analysis)</p>	<p>Collection contractor conducts testing at scheduled test site and sends specimen(s) to the Laboratory Analysis Contractor, who will, in turn, send results to the Medical Review Officer (MRO). The MRO reviews test results, performs follow-up as needed, including any necessary re-testing of specimen or employee and reports results to NSSC (SP).</p>	<p>Follow Mandatory Guidelines, NASA procedures, and contract provisions.</p> <p>If possible, NSSC (SP) monitors testing and will notify Center HRO if employee fails to report for testing, refuses to</p>

	Output: Test Results	take test, etc. In the event NSSC (SP) cannot monitor the testing and an issue with an employee arises, the supervisor or other NASA official at the site will notify the Center HRO.
Step 5 NSSC (SP) Supervisor Center HRO MRO	NSSC (SP) prepares and distributes written notification of test results to the employee, supervisor, and Center HRO. (NOTE: Refer to Step 5 of Random Drug Testing for possible test results and specific situations that may require additional testing.).	NSSC (SP) must work closely with MRO in order to take appropriate "next" steps on any result other than negative.
Notification of Test Results	Supervisor finalizes the Post-Accident/Unsafe Practice Report, including documenting test results. NSSC (SP) updates employee's record(s) with the test results in Assistant Pro. Output: Written Notification of Test Results; Update of employee's record in Assistant Pro	When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results. NSSC (SP) prepares SAMHSA annual report based on records in Assistant Pro and contractor invoices.

Metrics

Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)/Collection Contractor	Scheduled Test	Center HRO Supervisor Employee	# of instances NSSC (SP) schedules test within 2 hours of receiving supervisor's or incident report # of instances Collection Contractor collects specimen within 2 hours of being notified by NSSC (SP) Goal = 100%
NSSC (SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	# of instances a specimen is rejected due to <i>uncorrectable</i> error Goal = 0
NSSC (SP)/Laboratory Analysis Contractor	Test Results	MRO	# of instances that test results are received no more than 5 days after test date Goal = 0
NSSC (SP)	Written Notification of Test Results	Employee, Supervisor, HRO	# of instances test results are delivered to employee within 2 days of receipt of results from MRO Goal = 100%

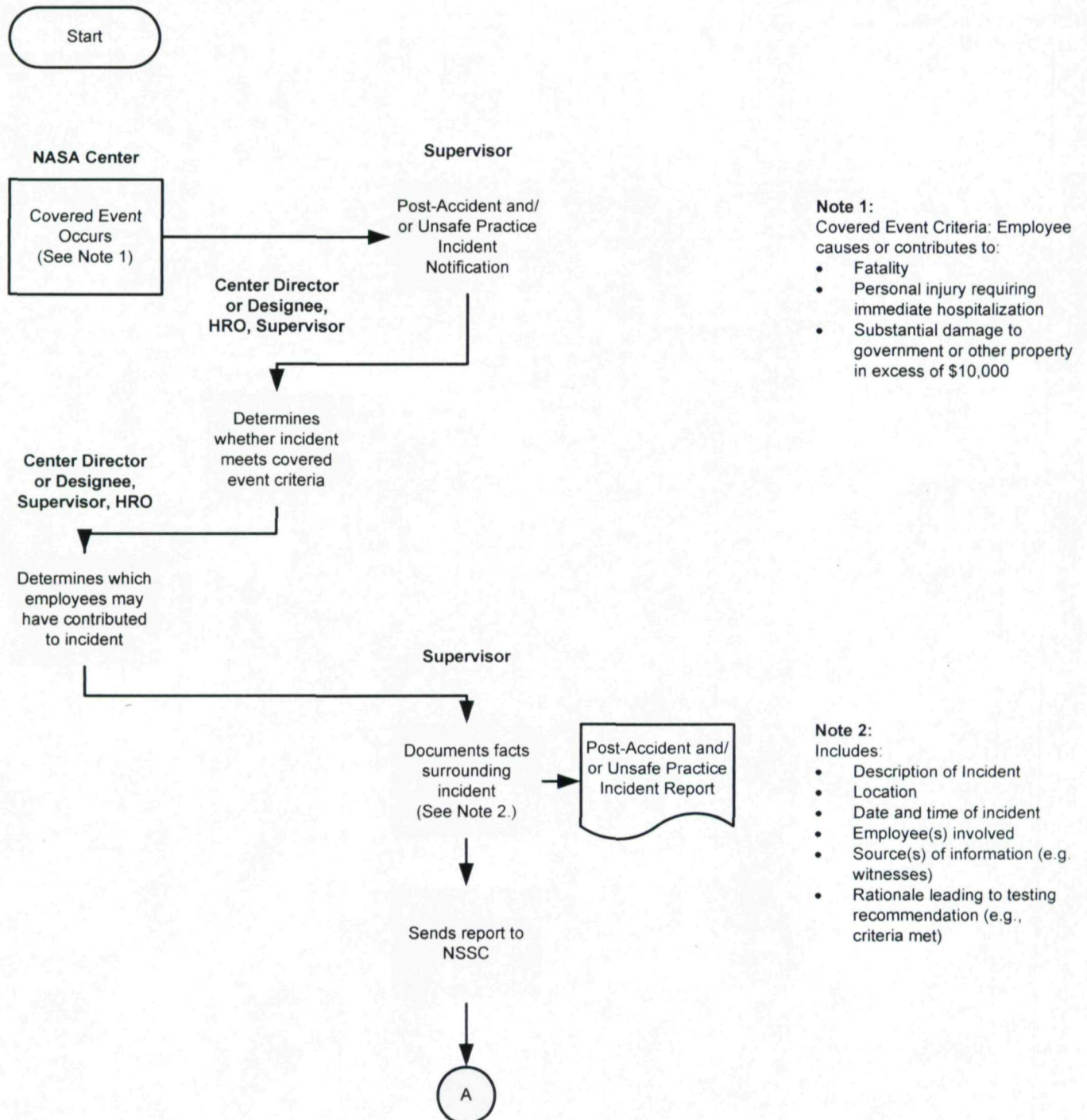
Privacy Data

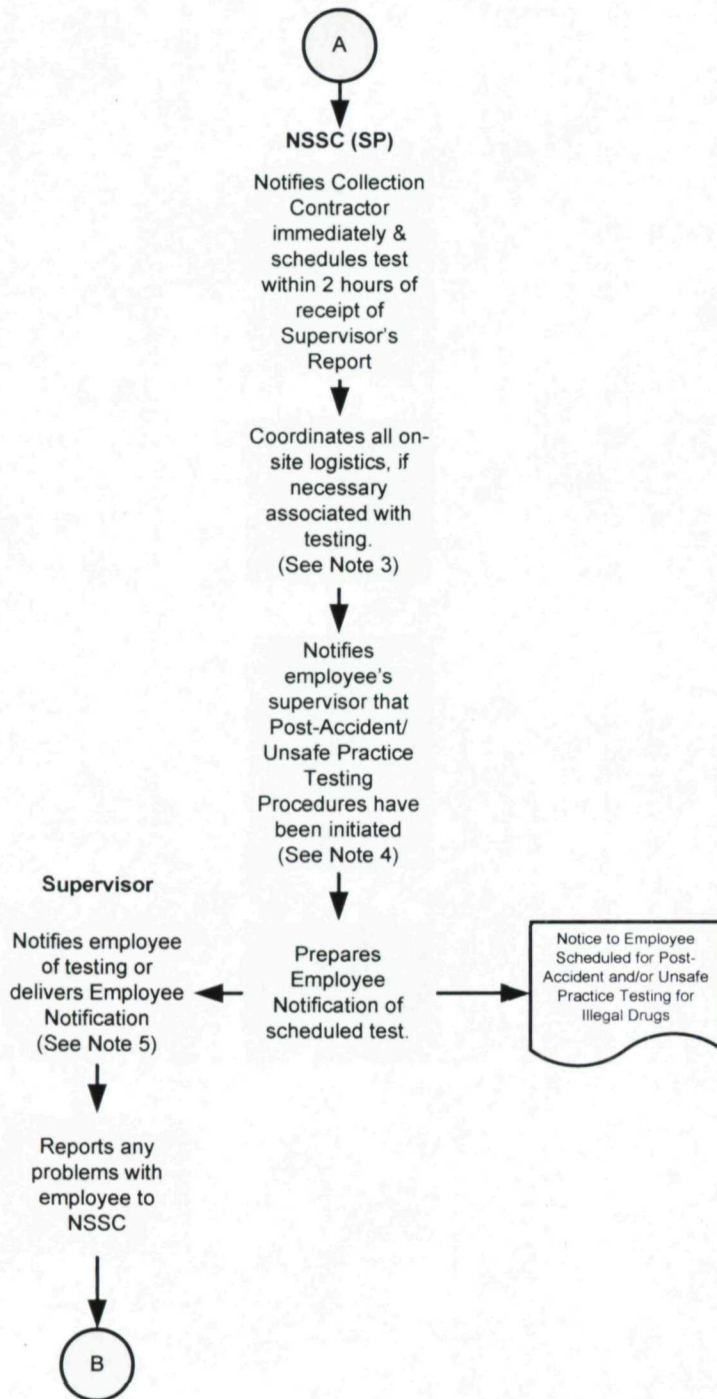
All participants involved must ensure protection of all data covered by the Privacy Act.

Appendix X

Drug Testing Process — Post-Accident and/or Unsafe Practice Testing

1.3 Post-Accident and/or Unsafe Practice Testing



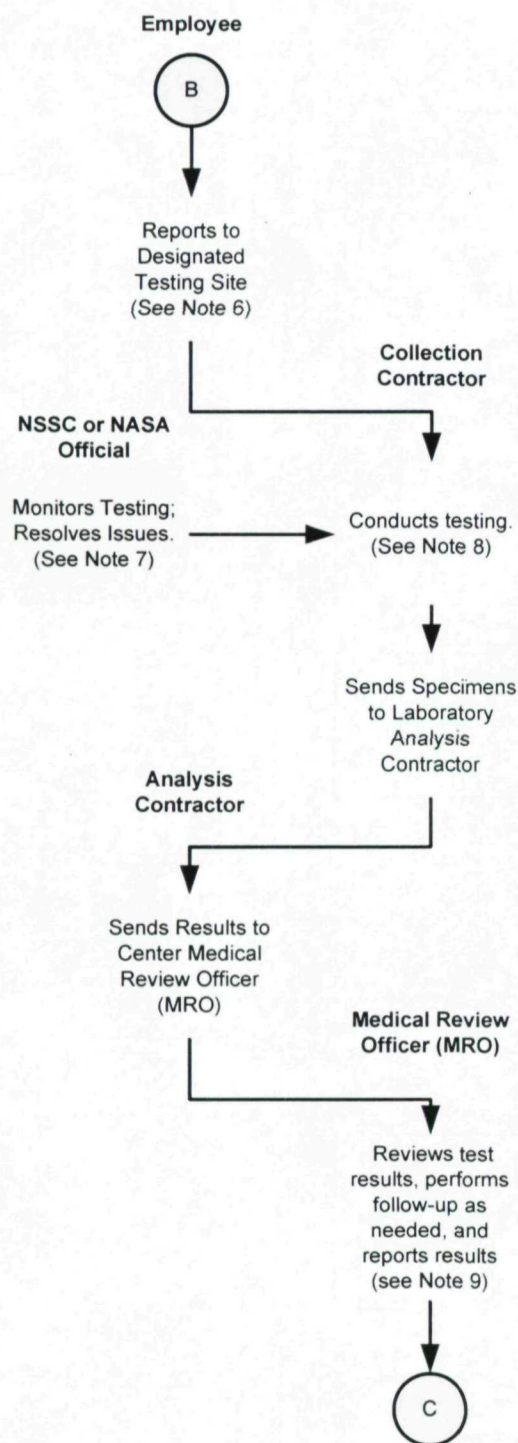


Note 3:
Ensures availability of Specimen Collection "Kits."

Note 4:
Includes:
• Time
• Location

Written notification may not be feasible under certain circumstances

Note 5:
Occurs immediately before testing



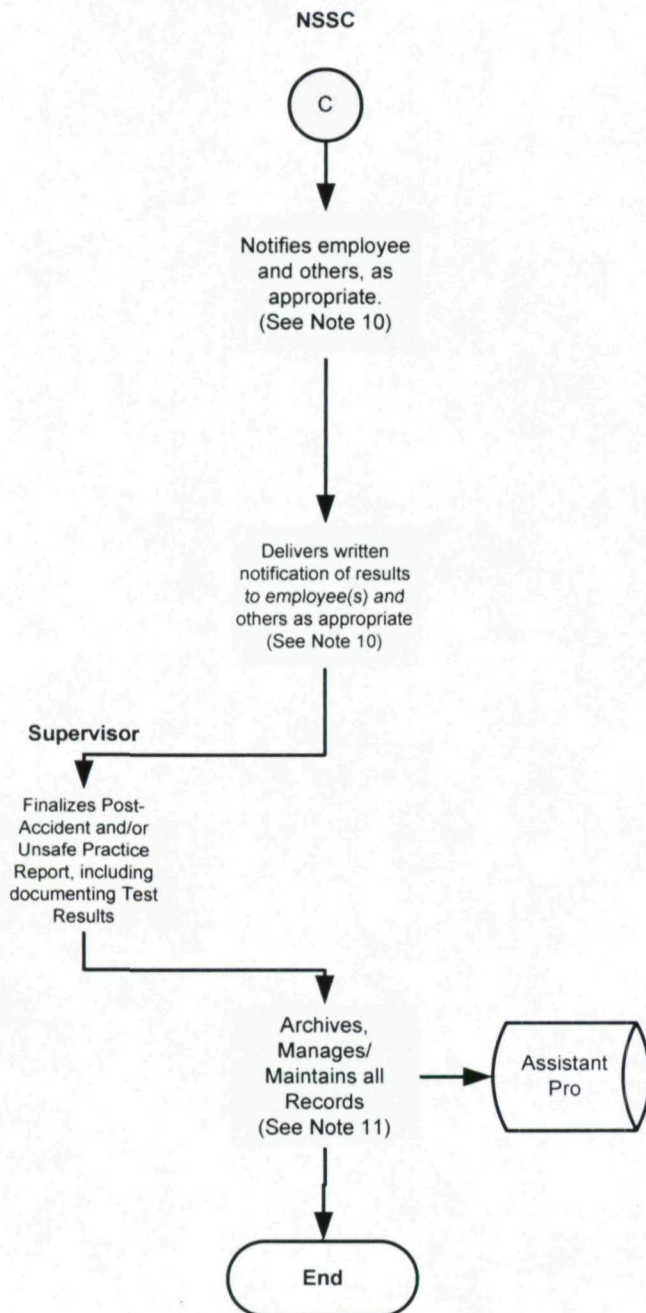
Note 6:
Testing site may be site of accident.

Note 7:
Notifies Center HRO, if appropriate (e.g., employee "no show," employee's refusal to test).

- Note 8:**
- Federal Custody and Control Form distributed to laboratory, Medical Review Officer (MRO), Employee, HRO, Collection Contractor, and NSSC
 - Test for Authorized Drugs

Note 9:
Medical Review Officer (MRO) must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the Medical Review Officer Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC:

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
 - As canceled with reason for invalid result
 - If first invalid result and donor's explanation is legitimate medical explanation, a recollection is **not** required unless negative test result is required based on reason for testing (e.g., applicant, follow-up), in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As canceled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)



Note 10:

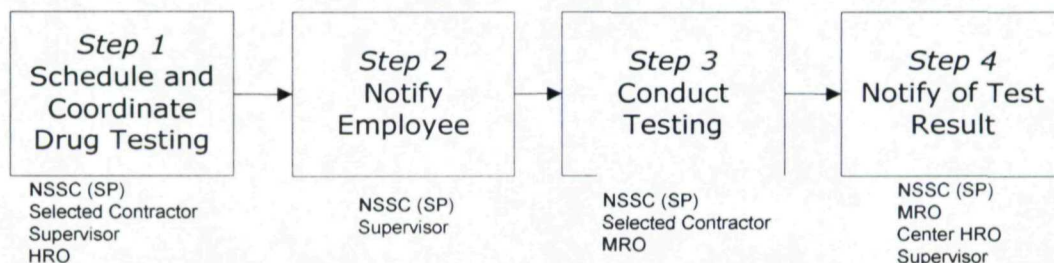
- If result is negative, provides written notification to employee, HRO, supervisor, and others as appropriate
- If result is negative and dilute, provides written notification to employee, HRO, supervisor and others as appropriate, and annotates record that next specimen may be collected using direct observed collection procedure
- If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor and Center HRO
 - If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO
- If test is canceled due to invalid result, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen
- If test is canceled, provides written notification to employee; in addition –
 - If result is first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure
- If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor, HRO and others as appropriate, and initiates immediate collection of another specimen

Note 11:

- NSSC prepares Substance Abuse and Mental Health Services Administration (SAMHSA) Annual Report
- Report based on records in Assistant Pro and contractors' invoices

Process 4 - Follow-up Testing

Overview of Follow-up Testing Process



Roles and Responsibilities	Action	Tips
<p>Step 1</p> <p>NSSC (SP) Selected Contractors Supervisor</p> <p>Schedule and Coordinate Drug Testing</p>	<p>NSSC (SP) determines when to conduct testing; may consult with supervisor and Center HRO.</p> <p>NSSC (SP) coordinates test date with Center and collection contractor.</p> <p>NSSC arranges for all on-site logistics associated with testing (e.g., ordering specimen collection kits, appropriate number of quality control specimens)..</p> <p>Output: Testing Schedule</p>	<p>Employees testing positive, but not removed from the federal service will be tested at least four times for at least one year after EAP and the employee's return to duty in a TDP. This can be accomplished during scheduled random testing or at any other time.</p> <p>On-site logistics must include location, security of location, Center access (i.e., passes/badges) for contractor, supply of specimen collection kits (includes Federal Custody and Control Form and shipping supplies) from laboratory analysis contractor.</p>

Step 2	NSSC (SP) prepares and delivers the employee notification letter to supervisor no more than 24 hours prior to employee's scheduled test time.	Notification must include date, time, location of test (usually on-site).
NSSC (SP) Supervisor		
Notify Employee	Supervisor delivers notification letter of scheduled test to the employee 1/2 hour or less before scheduled test time. They report any problems and/or conflicts to NSSC (SP).	
Step 3	Output: Employee notification letter The Collection Contractor conducts testing at Center on scheduled test date at designated test site and sends specimens to Laboratory Analysis Contractor who will, in turn, send results to the Medical Review Officer (MRO). The MRO reviews all test results, performs follow-up as needed, including any necessary re-testing of specimen or employee, and reports results to NSSC (SP).	Follow Mandatory Guidelines, NASA procedures, and contract provisions. NSSC (SP) monitors testing and will notify the Center HRO if employee fails to report for testing, refuses to take test, etc.
NSSC (SP)/Selected Contractors MRO		
Conduct Testing (Collection and Analysis)		
Step 4	Output: Test Results NSSC (SP) prepares and distributes written notification of test results to the employee, HRO, supervisor and others as follows: if result is negative, provides written notification to employee; if result is negative and dilute, provides written notification to employee and annotates record that next specimen may be collected using direct observed collection procedure; if result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, and Center HRO; if result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO; if test is canceled due to invalid result, provides written notification to employee; in this case only, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen. If test is canceled, provides written notification to employee; in addition, if result is same as first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of	NSSC (SP) must work closely with MRO in order to take appropriate "next" steps on any result other than negative. When required, supervisor and Center HRO must initiate disciplinary action against employee for other than negative results. NSSC prepares SAMHSA annual report based on records in Assistant Pro and contractor invoices.
MRO NSSC (SP) Center HRO Supervisor		
Notification of Test Results		

another specimen using direct observed collection procedure.

If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition, if negative test result is required based on reason for testing (e.g., follow-up), provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen.

NSSC (SP) updates employee's record with the test results in Assistant Pro.

Output: Written Notification of Test Results; Update of employee record in Assistant Pro

Metrics

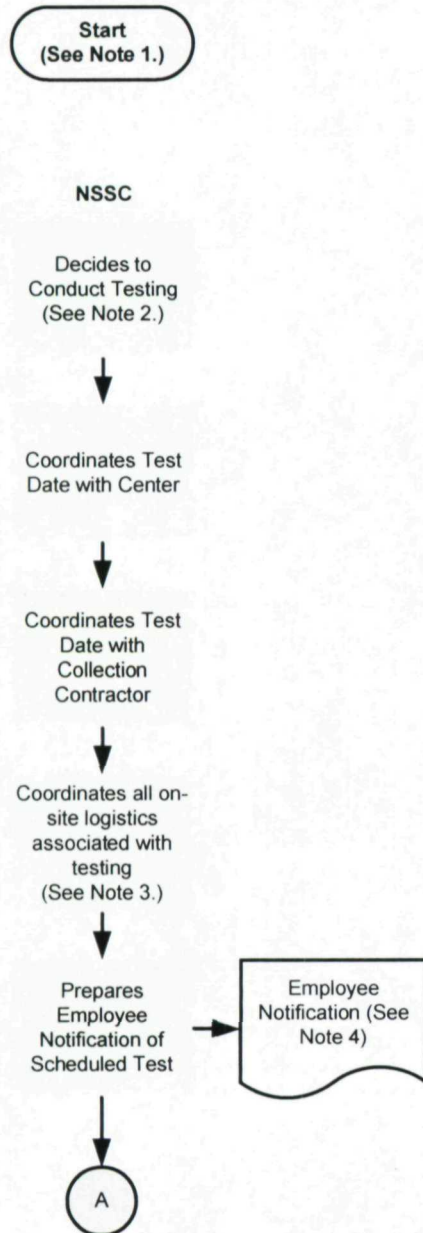
Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)	Testing Schedule	Center HRO	# of times follow-up testing is conducted annually for each employee when required. Goal = 4 times
NSSC (SP)/Supervisor	Employee Notification Letter	Supervisor/Employee	# of instances NSSC (SP) delivers notification letter 24 hours or less prior to an employee's scheduled test time. Goal = 100%
NSSC (SP)/Collection Contractor	Specimens	Laboratory Analysis Contractor	# of instances a specimen is rejected due to uncorrectable error Goal = 0
NSSC (SP)/Laboratory Analysis Contractor	Test Results	MRO	# of instances that test results are received no more than 5 days after test date Goal = 100%
NSSC (SP)	Written Notification of Test Results	Employee Supervisor Center HRO Others as appropriate	# of instances test results are delivered to employee and others, if appropriate, within 2 days of receipt of results from MRO Goal = 100%

Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

Appendix X

Drug Testing Process — Follow-up Testing



Note 1:

Any employee testing positive and not removed from the Federal Service must be tested at least four times for the period of at least one year (or in accordance with Last Chance Agreement) following EAP and return to duty in a Testing Designated Position; follow-up testing can be done during scheduled random testing or at any other time as determined appropriate

Note 2:

NSSC or supervisor with concurrence of Center HRO can decide when to conduct testing

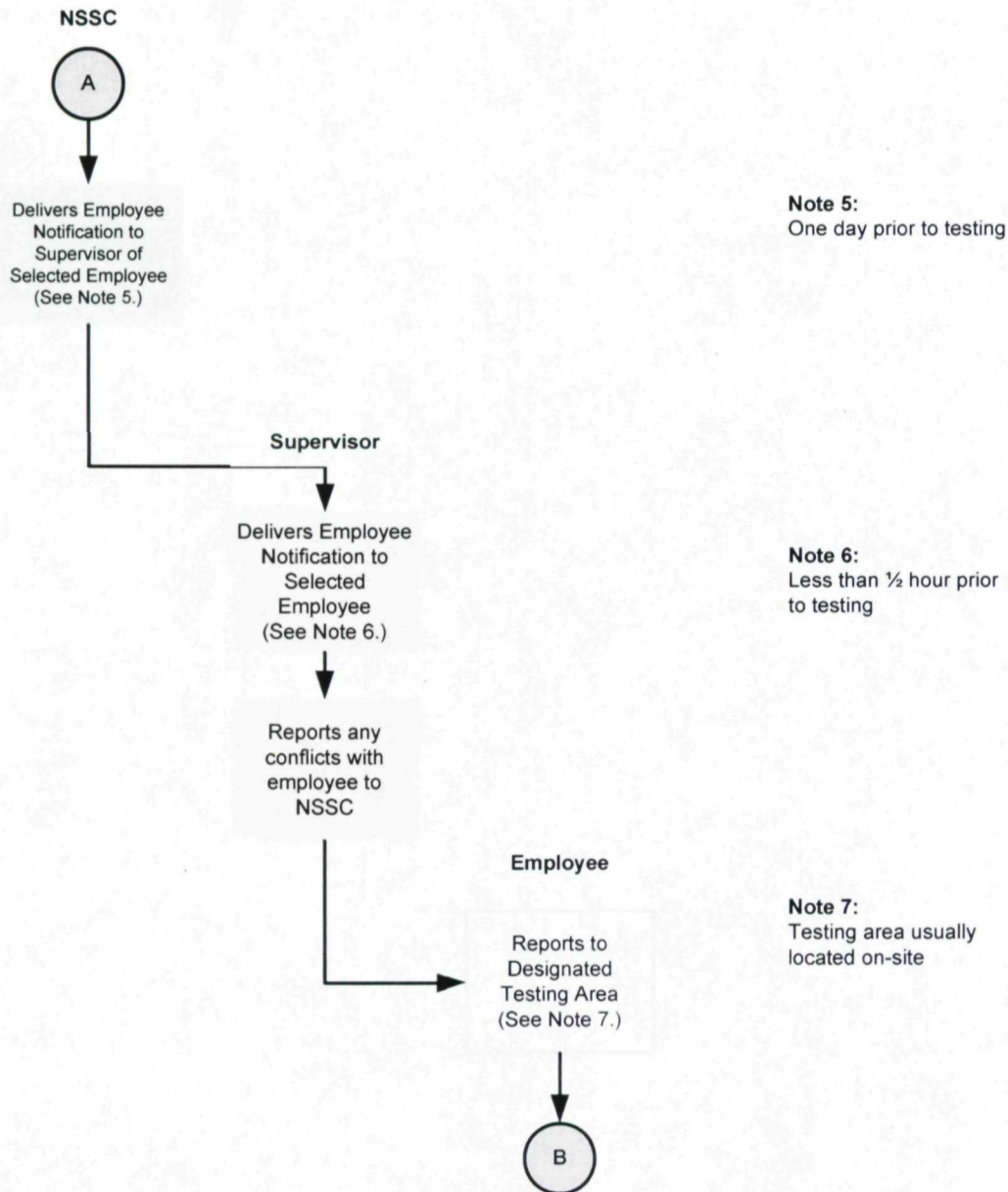
Note 3:

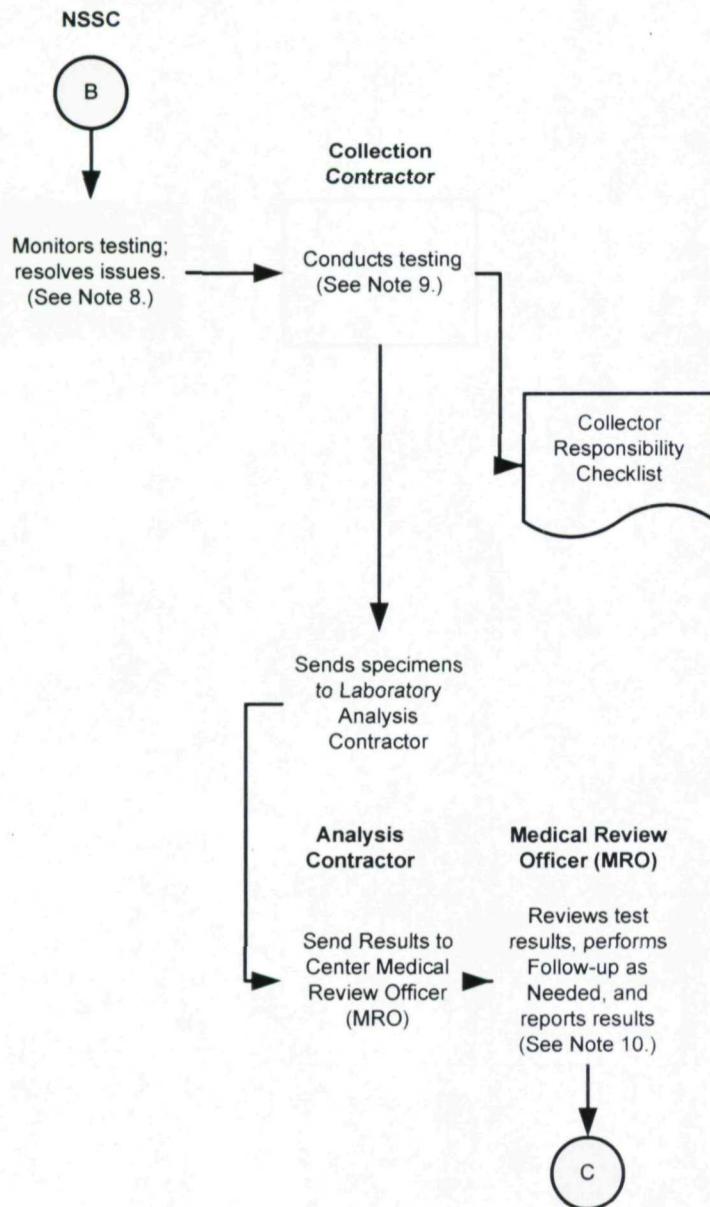
Ensures availability of Specimen Collection Kits, Location, Security, Passes/badges for collector

Note 4:

Includes:

- Date
- Time
- Location





Note 8:

Notifies Center HRO, if appropriate (e.g., employee "no show," employee's Refusal to Test.)

Note 9:

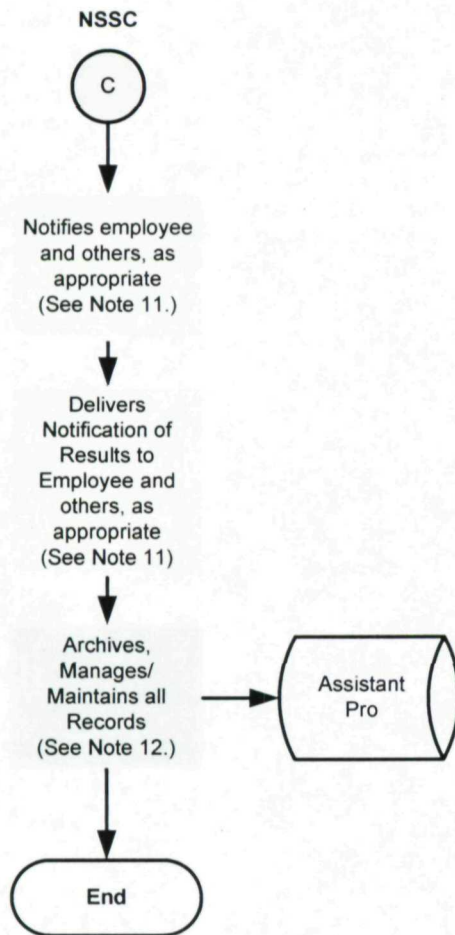
- Federal Custody and Control Form distributed to Laboratory, Medical Review Officer (MRO), HRO, Employee, Collection Contractor, and NSSC
- Test for Authorized Drugs

Note 10:

Medical Review Officer (MRO) must review all test results (negative, non-negative (i.e., positive, adulterated, substituted, invalid) and negative and dilute) in accordance with the Medical Review Officer Manual for Federal Agency Workplace Drug Testing Programs' MRO Review and Reporting Process, consulting with Agency MRO when necessary, prior to reporting results to NSSC:

- Reviews documents
- Interviews donor (as required)
- Handles retest requests (as required)
- Interprets and verifies test result, and
- Reports result to NSSC, in writing
 - As negative
 - As negative and dilute (may inform NSSC that next time employee is selected for drug test, Center or HQ may require specimen to be collected using direct observed collection procedure)
 - As positive, refusal to test (substituted), or refusal to test (adulterated)
 - If employee accepts offer of retest of specimen, notifies NSSC of acceptance of retest option
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 - If first invalid result and donor's explanation is legitimate medical explanation, a recollection is **not** required unless negative test result is required based on reason for testing (e.g., applicant, follow-up); in which case, shall inform NSSC that an immediate collection of another specimen is permitted
 - As canceled with reason for cancellation
 - If first invalid result and donor's explanation is not legitimate medical explanation, shall direct NSSC to immediately arrange for collection of another specimen using direct observed collection procedure
 - If rejected for testing (due to uncorrectable error), shall inform NSSC that an immediate collection of another specimen is permitted if negative result is required based on reason for testing (e.g., applicant, follow-up)

1.4 Follow-up Testing (cont.)



Note 11:

- If result is negative, provides written notification to employee, HRO, supervisor, and others as appropriate
- If result is negative and dilute, provides written notification to employee, HRO, supervisor and others as appropriate, and annotates record that next specimen may be collected using direct observed collection procedure
- If result is non-negative (i.e., positive, substituted, adulterated, or invalid), provides written notification to employee, supervisor, HRO and others as appropriate
 - If result is positive, substituted, or adulterated and employee has requested retest of specimen, provides written notification to supervisor and Center HRO
- If test is canceled due to invalid result, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor, HRO and others as appropriate, and initiates immediate collection of another specimen
- If test is canceled, provides written notification to employee; in addition –
 - If result is first invalid result and employee's explanation is not legitimate medical explanation, provides written notification to supervisor and Center HRO and initiates immediate collection of another specimen using direct observed collection procedure
- If specimen is rejected for testing due to uncorrectable error, provides written notification to employee; in addition –
 - If negative test result is required based on reason for testing (e.g., applicant, follow-up), provides written notification to supervisor, HRO and others as appropriate, and initiates immediate collection of another specimen

Note 12:

- NSSC prepares Substance Abuse and Mental Health Services Administration (SAMHSA) Annual Report
- Report based on records in Assistant Pro and contractors' invoices

System Components

Existing Systems

IT System Title	IT System Description	Access Requirements	IT System Interfaces
Drug Testing Program Mgmt (Assistant Pro)	Maintain testing designate position(TDP) list; Identify testing pools through a random process; test scheduling,	TBD	Interface/reporting from FPPS database

	oversee collection process; Deliver test notification; Deliver test results to Centers. Located at NASA Centers.		
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Contact Center Strategy

Refer to Contact Center Call Management Strategy